



Abuse, Neglect and Mistreatment

Recognizing, Preventing and Reporting

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TODAY'S

- ☐ **Definition and Purpose of Training**
- ☐ **Recognizing and Preventing Abuse and Neglect**

AGENDA

- ☐ **Reporting Information**
- ☐ **Resources**
- ☐ **Question and Answers**



All Marylander's lead
personally defined
and fulfilling lives.



MISSION

DDA *partners* with people
with developmental
disabilities to provide
leadership and resources to
live fulfilling lives.



DDA's Goals are
People with developmental disabilities...

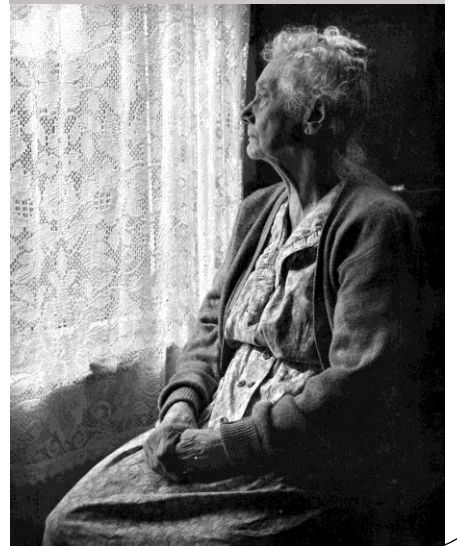
- ✓ direct their lives;
- ✓ have viable support options; and,
- ✓ have information to make decisions.

WHO ARE WE TALKING ABOUT?

Anyone who can be victimized.

*Victimizers look for vulnerable people,
so in this field,
we are magnets for abusers.*

*Remember it only takes one person
to damage a person's life
FOREVER!*



PREVALENCE OF VIOLENCE

More than ninety percent (90%) of people (both male and female) with developmental disabilities will experience sexual abuse at some point in their lives.

Sixty-two percent (62%) of women with physical disabilities reported experiencing emotional, physical or sexual abuse.

Adults with developmental disabilities are at risk of being physically or sexually assaulted at rates four to ten times greater than other adults.

The violence that women with disabilities experience includes verbal abuse, forced segregation, intimidation, abandonment and neglect, withholding of medications, transportation, equipment and personal assistance services and physical and sexual violence.

Neglect and Physical Abuse are most common.

Mostly reported by newly in-serviced staff.



What time do most incident occur?

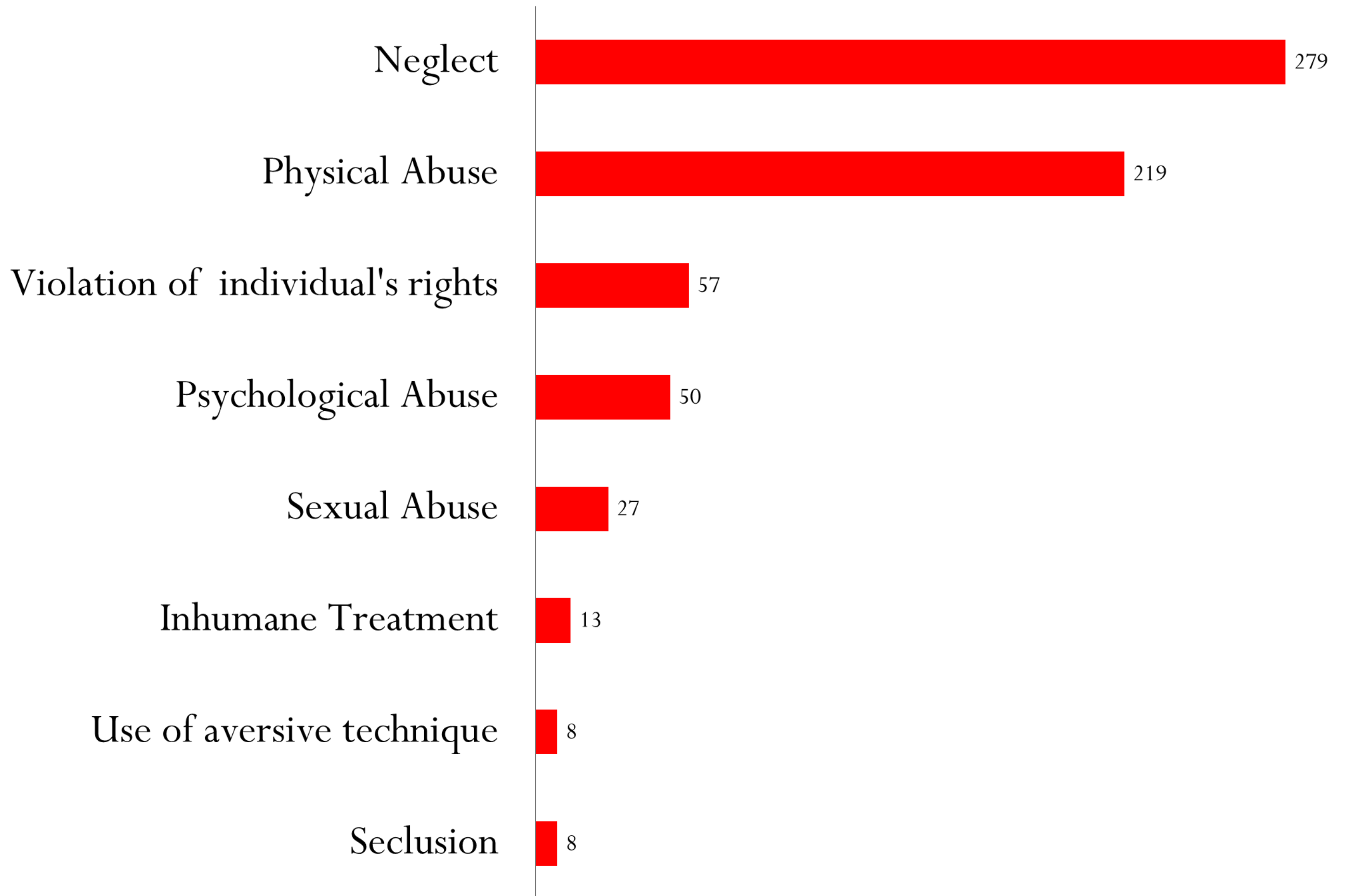
WHO ARE THE PERPETRATORS?

Approximately 25% of sexual abuse
is perpetrated by family members

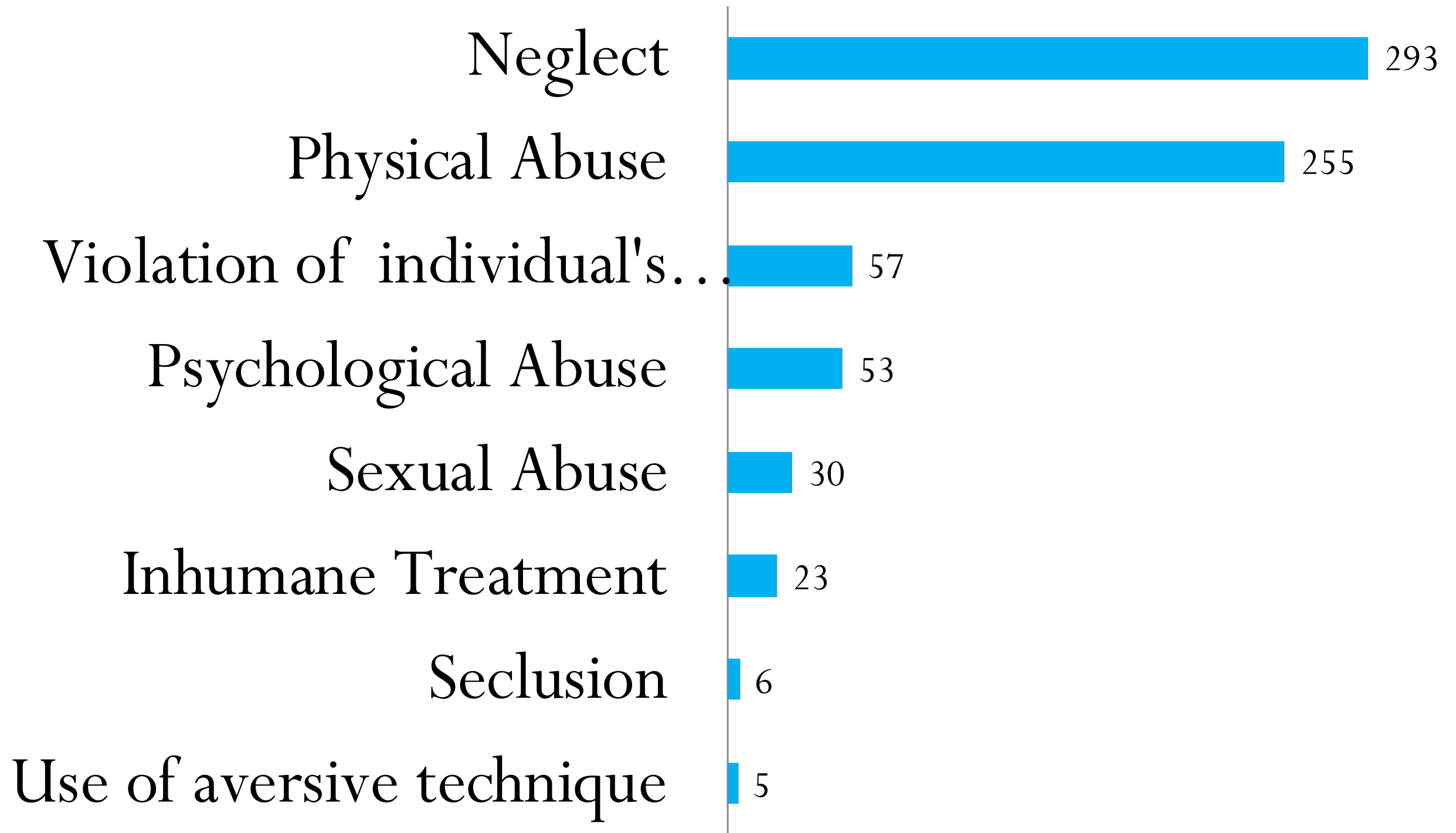
Approximately **50-67%** of offenders . . .
Contacted their victims through the service system



2011 Incidents Reported to OHCQ



2012 Incidents Reported to OHCQ



HOW DO ABUSERS FUNCTION?

The "Grooming" Process

RESPECT/PRAISE

Favors

Through
"training"

Relationship

Fear & Intimidation

Power and Control

Gifts and Presents

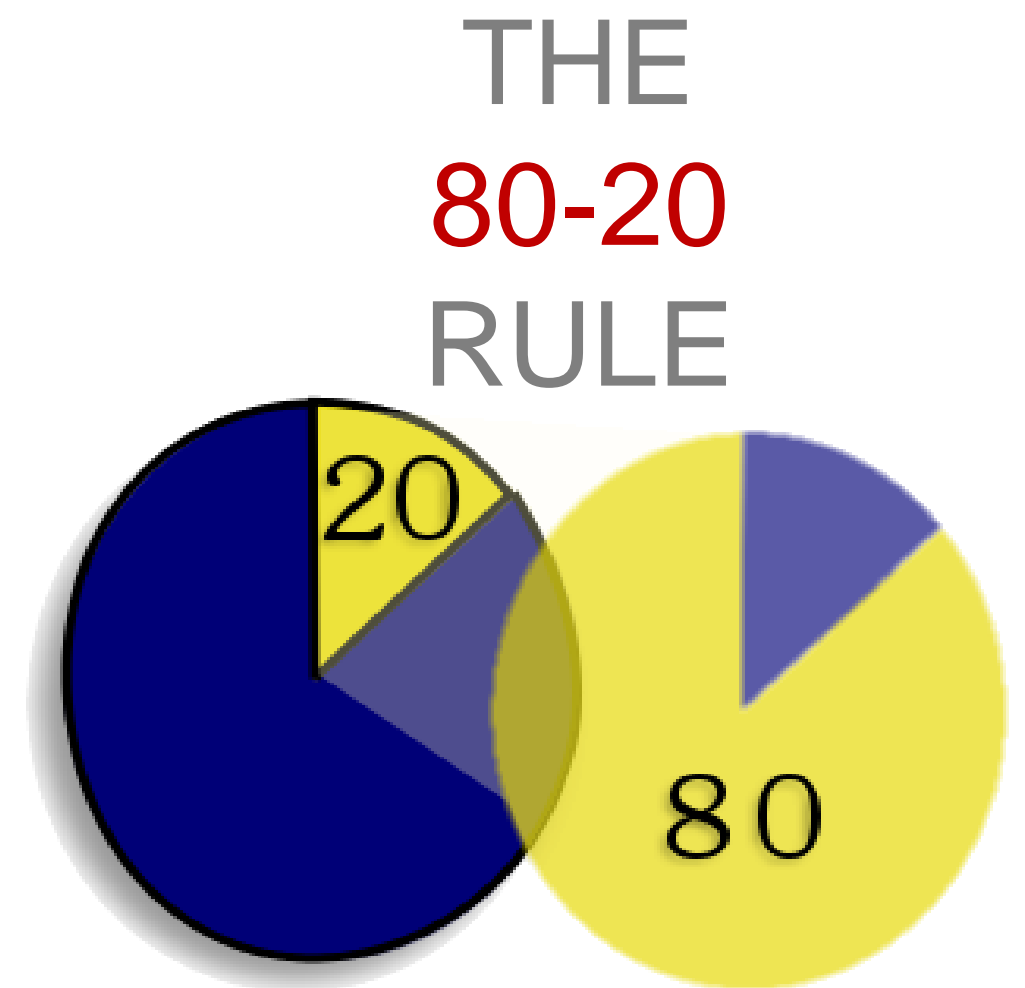
80% vs. 20%

Most of the staff we employ have the values and work ethics we are looking for.

It's those **20%** that aren't where we need them to be.

How do we handle that group?

What plans are in place to effect change?



TYPES OF ABUSE



1. **PHYSICAL**
2. **SEXUAL**
3. **PSYCHOLOGICAL**
4. **NEGLECT/ISOLATION**
5. **MISTREATMENT/VERBAL**
6. **FINANCIAL/ECONOMIC**

DEFINITION OF PHYSICAL ABUSE

- **Physical contact, which may include, but is not limited to,**

- Hitting
- Slapping
- Pinching
- Kicking
- Biting



- Strangling
- Pushing
- Shoving or
- Otherwise mishandling an individual;

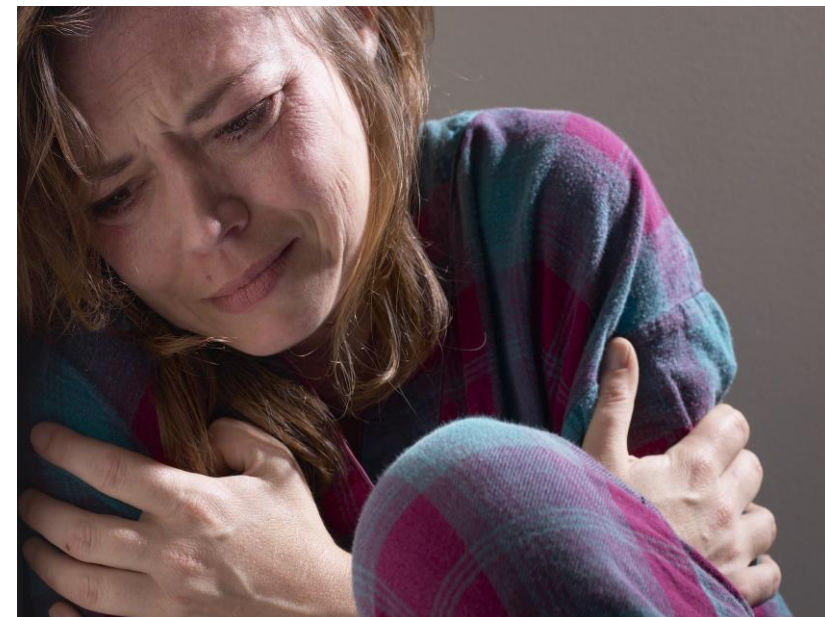
- **Physical contact that is not necessary for the safety of the individual and causes discomfort to the individual;**
- **The handling of an individual with more force than is reasonably necessary.**

DEFINITION OF SEXUAL ABUSE

Any sexual activity between an individual receiving DDA funded services and an employee, intern, volunteer, consultant, or contractor of an agency who provides care or supports or has the responsibility for the supervision of a vulnerable individual, whether consensual or not, is considered to be sexual abuse AND IS PROHIBITED.

Any sexual activity between individuals receiving DDA funded services and others; or between individuals receiving DDA funded services is considered sexual abuse unless the involved individuals are consenting adults.

Any touching or fondling of an individual directly or through clothing for the arousing or gratifying of sexual desires and/or causing an individual to touch another person for the purpose of arousing or gratifying sexual desires.



DEFINITION OF PSYCHOLOGICAL ABUSE

Psychological abuse, also referred to as emotional or mental abuse, is a sustained and repetitive form of mistreatment to cause mental or emotional anguish by threat, intimidation, humiliation, isolation or other verbal or nonverbal conduct in order to systematically diminish another.

It can include bullying, rejecting, degrading, terrorizing, isolating, corrupting/exploiting and "denying emotional responsiveness."

Emotional abuse includes verbal abuse such as yelling, name-calling, blaming, and shaming.

Abusive statements are intended to humiliate or infantilize, and include insults, threats of abandonment or institutionalization and other controlling, dominant or jealous behavior.





Evidence of Neglect

- Insufficient or incompetent supervision
- Program structure not meeting individual needs
- Failure to intervene when indicated
- Failure to revise ineffective behavior Plan
- Placement in an unsafe environment
- Absent or inadequate monitoring systems
- Individuals are found with serious injuries of unknown origin that are suspicious based on the nature or circumstances of the injury, and on the functional or medical status of the individual

Definition of Neglect

Neglect is:

- **The failure to obtain or provide needed services and supports as defined by an individual's plan and as required by law or regulation.**
- **The failure to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness.**

Neglect can be intentional or unintentional

Signs/Examples of Neglect

Can include failing to provide needed care such as:

- *Disregard for the individual's needs such as Food, Shelter, Medication, Clothing*
- *Failure to provide personal and/or medical care*
- *Protection from Health and safety hazards*
- *Attention*
- *Lack of Supervision*
- *Allowing individuals to be in unsafe environments*
- *Unsanitary environments*
- *Or just leaving an individual unattended*

Definition of Mistreatment

Mistreatment is provider practices or behavior that result in any type of exploitation such as:

- Financial
- Sexual or
- Criminal





Financial Abuse



- Intentional acts that result in loss or misuse of an individual's money or personal property
- Requiring an individual to pay for a service that should be paid by the agency
- using an individual's funds to pay for items that will be used by others

Preventing Financial Abuse

- Always count and document the individual's money as it is used
- Keep all receipts
- Keep a running tally of all deposits and expenses
- Report discrepancies
- the same person should not be the purchaser and overseer
- Avoid mixing funds of one individual with another individual or staff
- seek the guidance of your supervisor when there is a discrepancy - don't try to hide it or make it up the next month

Indicators of Abuse

- Physical
- Individual Behaviors
- Staff Behaviors
- Environmental



Physical Indicators

- Difficulty walking or sitting
- Unexplained injuries such as bruises, cuts, welts, discolorations, grip marks, scratches, swelling, fractures, lacerations, wounds
- Any unexplained injury that doesn't fit with the given explanation of the injury
- Any injury incompatible with the person's history of unexplained injuries
- Lack of care for an injury (remember these injuries can and often are, hidden/covered by clothing)
- Poor skin condition or poor skin hygiene
- Malnutrition and dehydration without illness-related cause.
- Unexplained loss of weight
- Burns, that are possibly caused by cigarettes, or friction from ropes, rug burns from being dragged on the ground
- Pain or itching in the genital area
- Sexually transmitted diseases
- Not being given the proper medications



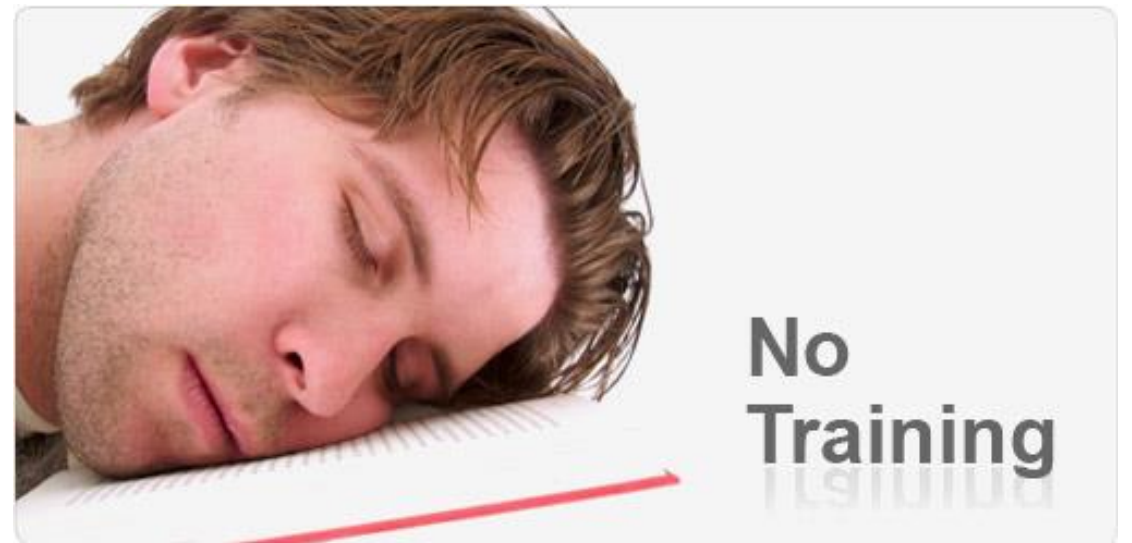
Individual Behavior Indicators

- ☹️ Unusual crying out, whining, complaining, screaming
- ☹️ Curling up in a corner, cowering
- ☹️ Avoidance of staff or self-isolation
- ☹️ Uncharacteristic increase in aggressive and/or self-abusive behavior
- ☹️ New habit disorders such as jerking motions, thumb sucking or ear pulling



Staff Behavior Indicators

- Tone, frequency of interactions with individuals
- Body language and demeanor with individuals
- Physical interactions with individuals
- Avoidance, lack of interactions with individuals
- Staffing shortages
- Lack of supervision/training
- Failure to implement behavior plans and/or individual plans appropriately



Environmental Indicators

- Overcrowding in common areas
- Lack of cleanliness
- Noise levels (too quiet or too noisy)
- High usage of restraints





Indicators of Verbal Mistreatment Abuse

When staff speak to the individual they are supporting in language that is humiliating, insulting or threatening

It often results in individuals showing:

- Signs of helplessness
- Hesitation to talk openly
- Fear
- Withdrawal
- Depression
- Denial
- Agitation
- Anger
- Non-compliance or overly compliant
- Elopement
- Sleep Disorders

Individual Protections



The Provider must insure that:

- ❖ Individuals are not subjected to physical, verbal, sexual, psychological abuse or punishment
- ❖ All allegations of mistreatment, abuse or neglect are reported immediately based on the Policy of Reportable Incidents and Investigations
- ❖ There is evidence that all alleged violations were thoroughly investigated
- ❖ Further potential abuse is prevented while the investigation is in progress
- ❖ Investigation results are reported in accordance with the Policy on Reportable Incidents and Investigations and applicable regulations
- ❖ Appropriate corrective action is taken if the alleged violation is verified

Other Regulations



official
policy

The Provider must:

- ❖ Develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the individual they are supporting
- ❖ Insure staff do not use physical, verbal, sexual or psychological abuse or punishment
- ❖ Insure that staff do not punish an individual by withholding food or hydration that contributes to a nutritionally adequate diet
- ❖ A licensee may not employ or contract with any person who has a criminal history which would indicate behavior potentially harmful to individuals documented through either a criminal history records check or a criminal background check, pursuant to Health-General Article, sub-section 19-1902 et seq., Annotated Code of Maryland, and COMAR 12.15.03
- ❖ Insure that they are following the hiring practices based on COMAR regulations.

Failure to report abuse
or your suspicion of abuse



Is Abuse!

Alert your supervisor



Alert

Immediately

The Abuse Is Not Their Fault



Reassure

Sticks and Stones

may **break** my bones

but words **hurt**

FOREVER!



"What'll it be, Tyler—your lunch money or heaps of verbal abuse?"

Examples of Rights Violations

- Unauthorized removal of personal property
- Refusal of access to the telephone
- Opening individual's mail
- Violating an individual's privacy or confidentiality



CREATE THE CULTURE AT YOUR AGENCY



**All abuse allegations will
be reported and
investigated every time.**

THE ABUSERS WILL LEAVE!



A WORK ENVIRONMENT ABUSERS HATE!



**Center for disabled loses
its license due to alleged
abuse and molestation**

**State threatens to shut
down disability center
amid patient abuse**

**'Today' Show's Sandusky Interview: 5 Shocking
Allegations**

by [Caroline Linton](#) Mar 25, 2013 4:15 PM EDT

**The infamous shower incident didn't happen as we
thought, according to a new documentary teased on
the 'Today' show. Caroline Linton on what
Sandusky said from behind bars.**

Could this happen in your agency?



Yes. . .but there are ways to prevent it.

*Organize your agency in such a manner
that it proactively assures individuals
are free from serious and immediate threat
to their physical and psychological health
and safety.*



HEAR WHAT'S BEING SAID
AND WHAT ISN'T BEING SAID



WATCH HOW INDIVIDUALS
INTERACT WITH THEIR STAFF
(ESPECIALLY BODY LANGUAGE)



TEACH AND EMPOWER
INDIVIDUALS TO SPEAK UP



DON'T COVER IT UP

WHAT ABOUT THE PERSON THAT
CLAIMS ABUSE REPEATEDLY?



WHY ARE THEY DOING IT?



IS IT JUST DOCUMENTED SO WE
DON'T LOOK INTO IT OR ARE WE
PROVIDING A SUPPORT TO SEE
WHAT IS TRIGGERING IT?



COULD IT BE
POST TRAUMATIC STRESS?

Questions to Consider/Internal Probes:



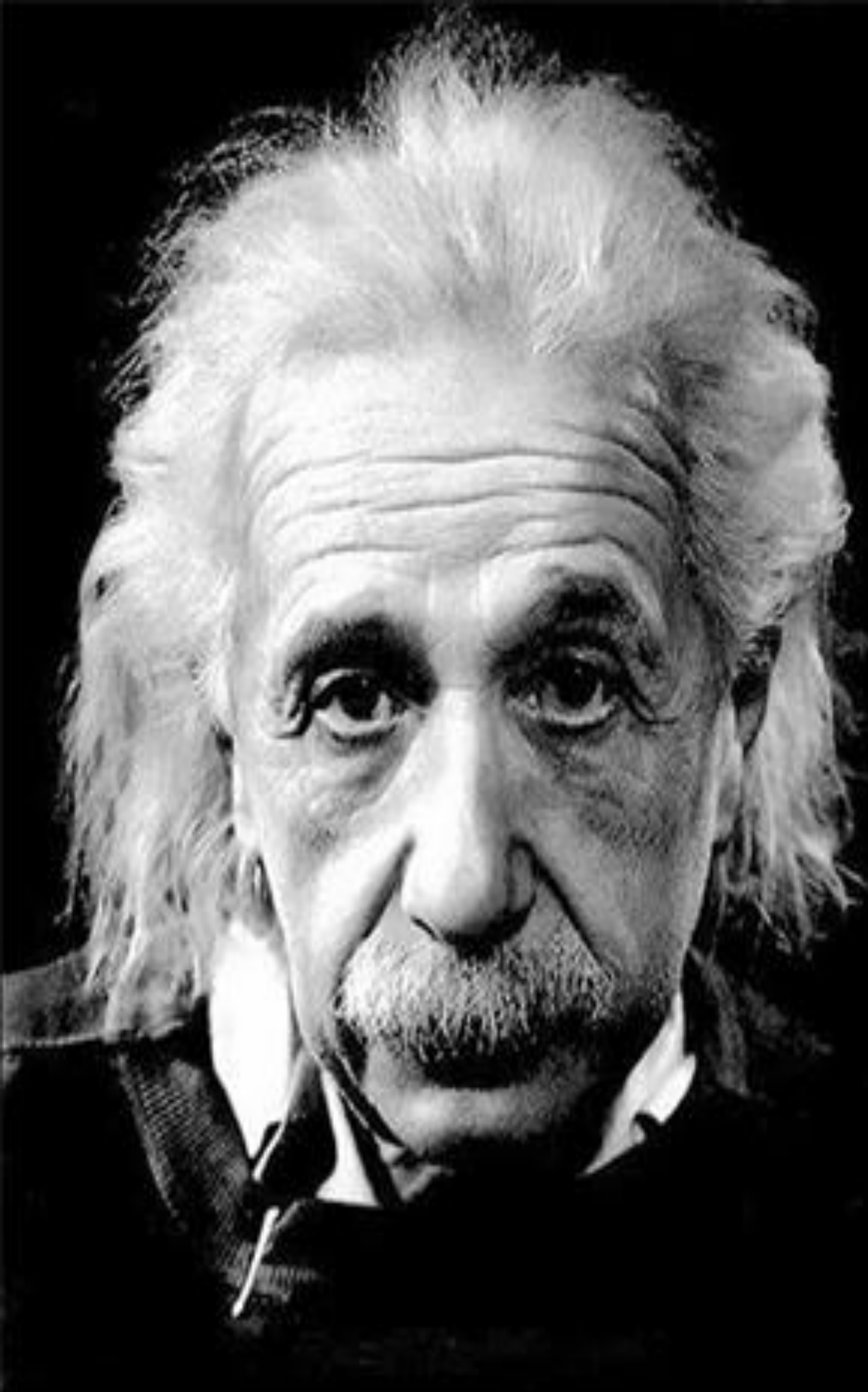
- ☞ Can your staff define what abuse, neglect or mistreatment is?
- ☞ Are agency policies enforced?
- ☞ How do individuals report abuse?
- ☞ When they do, are they believed?
Made to feel safe?
- ☞ Does your agency actively promote respect for the individuals you serve?
- ☞ Are staff allowed to speak loudly or harshly?
- ☞ Are staff allowed to speak in negative and punishing threats?

The signs that tell an abuser Not to risk it.



If the individual is:

- ✕ Self Confident
- ✕ Not easily intimidated/good assertiveness skills
- ✕ Good at problem solving
- ✕ Good social skills
- ✕ Knows how to self protect
- ✕ Is valued/respected by others
- ✕ Has high self-esteem/respect
- ✕ Not overly-compliant/will question authority
- ✕ Well informed about sex



Insanity:

Doing the same
thing over and over
again and expecting
different results.

Albert Einstein



What are we doing To prevent Re-Abuse?

It's more than having a policy or saying the right words. . . we must do the right thing!

WELLNESS AND POSITIVE BEHAVIOR SUPPORT

OBJECTIVES

- Support Quality of Life
- Support positive behavior
- Prevent Problems

OBLIGATIONS

- Prevention of illness & abuse
- Assure human rights
- Prevent problem behavior

OPPORTUNITIES FOR GROWTH

- Improve wellness
- Prevent behavior problems

SHARE YOUR THOUGHTS!

**Let me share
what worked
for us.**



**What are some strategies for prevention that
has been successful at your agency?**

**Are you supporting the abuse
by not saying anything?**

- ❖ By having policies and not following through**
- ❖ By always alerting staff that you are coming to do a visit**



A key element of any Quality Assurance System



includes
strategies and
interventions to
identify, address,
seek to prevent abuse,
neglect and exploitation.

Quality of Life & Quality of Care Issue

All Provider Agencies must ensure that there are adequate safeguards in place to identify, address, and prevent abuse, neglect, and exploitation.

As DDA providers,

you are responsible for ensuring that your staff members are qualified and trained to provide the necessary care and services to all individuals you serve.





Abuse Prevention Tools

To reduce abuse from occurring at your agency

- **Agency Policies & Procedures**
- **Agency Culture**
- **Proper Reporting, Investigating and Follow Up**
- **Non-Negotiables on Abuse**
- **Natural Supports**
- **Friends & Family**
- **Community Involvement**

if you
SEE | SAY
something something™

TAKEN FROM HOMELAND SECURITY